

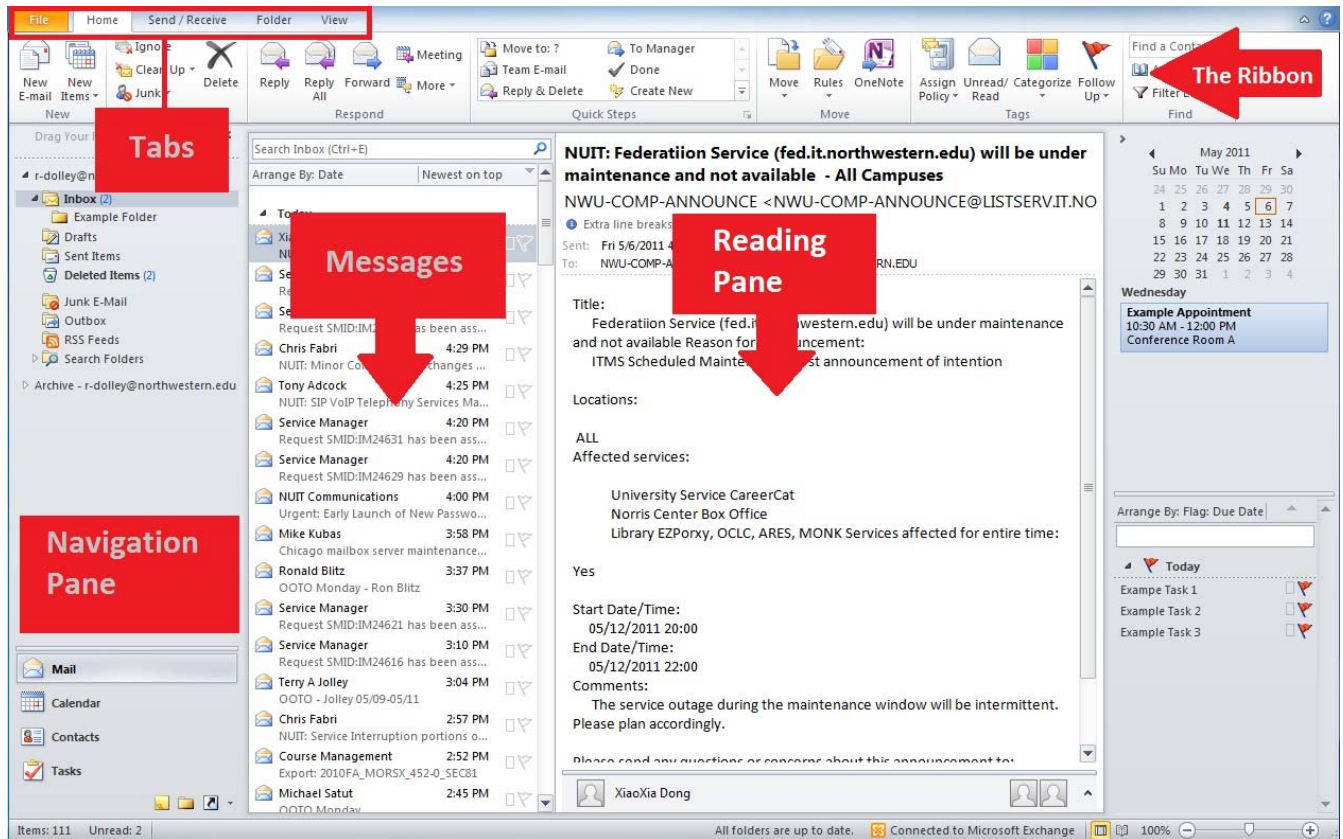
Using Outlook Web Apps (OWA) Microsoft Exchange 2010

- [The Outlook 2010 Screen](#)
- [Navigation Pane](#)
- [E-mail Basics](#)
 - [E-mail Basics: View Tab](#)
 - [Changing view of Reading Pane](#)
 - [Changing view of Navigation Pane](#)
 - [Changing view of To-Do Bar](#)
 - [E-mail Basics: Creating E-mails](#)
 - [Sending an E-mail](#)
 - [Auto-complete and the Global Address List](#)
 - [Working with Folders](#)
 - [E-mail Basics: Signatures](#)
 - [Creating a Signature](#)
 - [Inserting a Signature](#)
 - [E-mail Basics: Rules](#)
- [Calendar Basics](#)
 - [Access the Outlook Calendar](#)
 - [Adding an Appointment](#)
 - [Adding a Meeting Request](#)
- [Contact Basics](#)
 - [Global Address List vs Personal Address Book \(Contacts\)](#)
 - [Access your Personal Address Book \(Contacts\)](#)
- [Task Basics](#)
 - [Creating Tasks](#)
 - [Viewing Tasks/To-Do List](#)

Microsoft Exchange Server is an email server, calendaring software, and a contact manager developed by Microsoft. It is a server program that runs on Windows Server and is part of the Microsoft Servers line of products. The software lets users share information using either Outlook Web App (OWA) or the Outlook client. OWA uses a web browser to access

email. Outlook client is installed on a PC and can access email using a direct connection to the Exchange server on a local network or HTTP (web access). Outlook client gives the user access to the full set of Exchange features.

The Outlook 2010 Screen



Navigation Pane

- **Mail**- Contains mail related folders like inbox and sent items folder. Use the Favorites section at the top of the pane for easy access to frequently used folders
- **Calendar** – Lets you view and schedule appoints, events and meetings, and compare calendars side by side.
- **Tasks** – Organize to-do lists, track task progress and delegate tasks.
- **Contacts** – Store addresses, phone numbers, and e-mail addresses.

E-mail Basics

E-mail Basics: View Tab

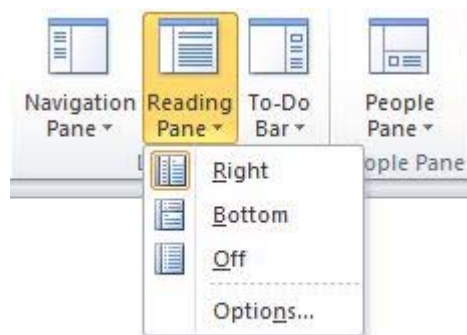
Changing view of Reading Pane

You can change the view of your Reading Pane on the screen, moving it to the right or bottom of the screen. You can also turn it on or off.

1. Click the **View Tab**.



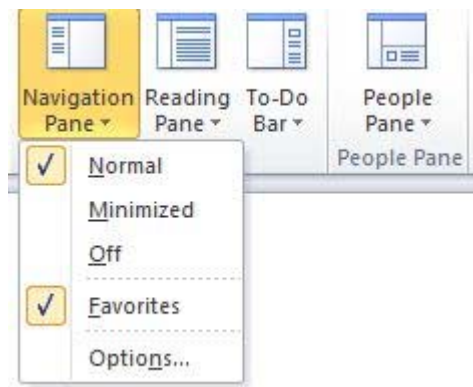
2. Click **Reading Pane** in the Layout section of the **Ribbon**.
3. Click **Right**, **Bottom** or **Off**.



Changing view of Navigation Pane

You can change the view of your Navigation Pane two ways as well; Normal or Minimized. You can also turn the Navigation Pane off.

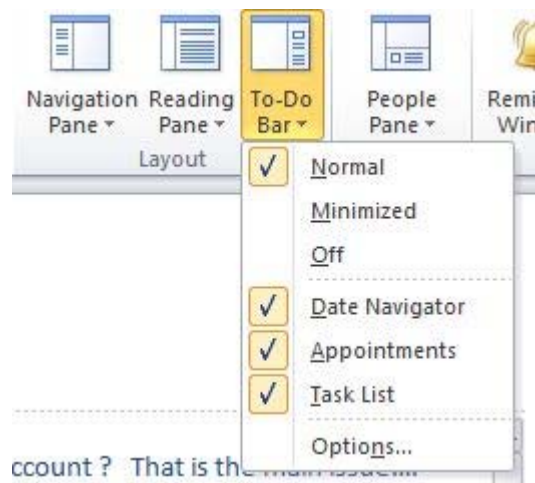
1. Click the **View Tab**.
2. Click **Navigation Pane** in the lay out section of the **Ribbon**.
3. Click **Normal**, **Minimized** or **Off**.
4. You can also choose whether you want the favorites folders to show.



Changing view of To-Do Bar

The To-Do Bar provides a Date Navigator, Appointments and Task List. You can select which features of the To-Do Bar are visible and choose between Normal and Minimized views. You can also turn the To-Do Bar off.

1. Click **View Tab**.
2. Click **To-Do Bar** in the Layout section of the **Ribbon**.
3. Click **Normal**, **Minimized** or **Off**.
4. Click **Date Navigator**, **Appointments** or **Task List** to toggle their visibility.



Conversations

Conversations view groups every message in a conversation together and by default is on. If you delete a conversation you will delete all email that is part of that conversation.

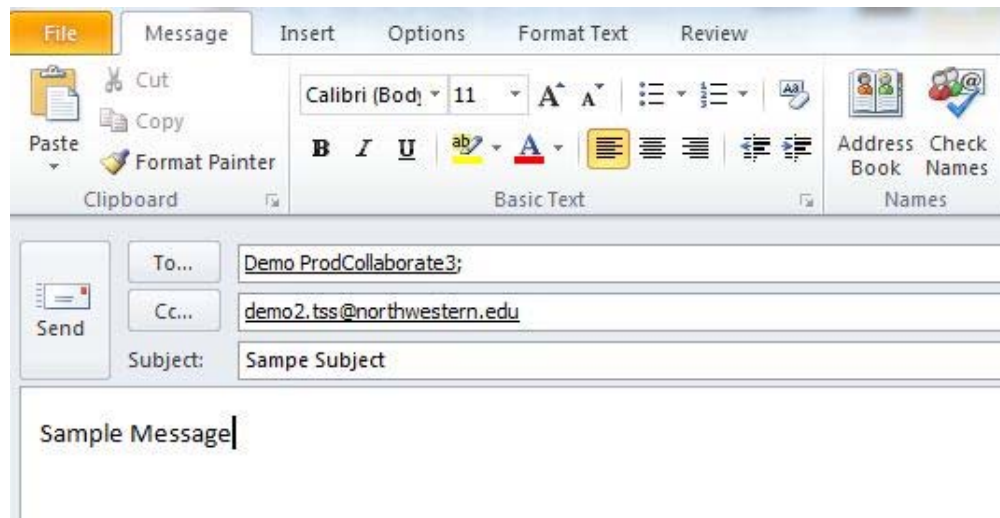
E-mail Basics: Creating E-mails

Sending an E-mail

1. Click the **Home Tab** if necessary.
2. Click **New E-mail** in the New section of the **Ribbon**. The new e-mail window will open.



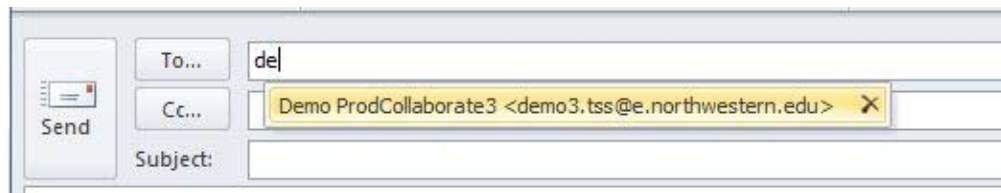
3. Type the address of the recipient in the **To...** field.
4. Type an address in the **Cc...** field if you wish to send a copy of the message to a third party.
5. Type a subject matter in the **Subject** field.
6. Type your message in the large **text box**.
7. Click **Send**.



Auto-complete and the Global Address List

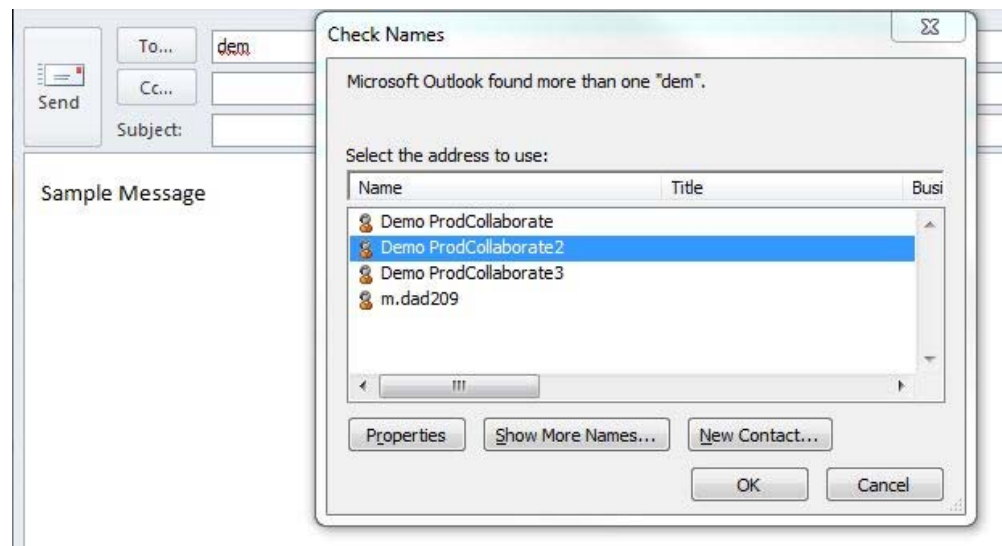
Outlook has an auto-complete feature that attempts to predict what e-mail address you're typing based on the addresses you've e-mailed in the past.

1. Auto-complete appears as soon as you *start typing* an address in the **To...** field.
2. The e-mail displayed will be Outlook's best guess at what address you are typing. It will refine as you input more characters.
3. *Hit enter* on your **keyboard** when the correct address is displayed and auto-complete will fill in the remaining characters.

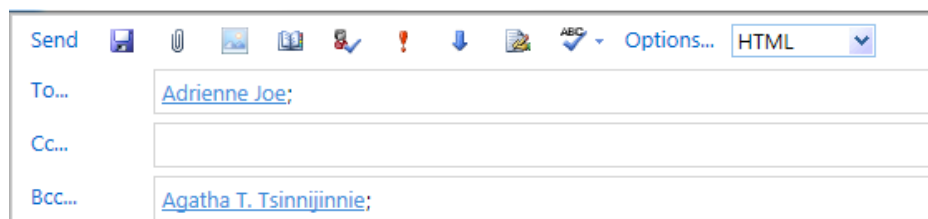


The Global Address List is a Navajo Nation contact list of employees. It can help you find contact information and e-mail addresses, and can be accessed from the new e-mail window.

1. *Type* an identifying piece of information, such as a last name, into the **To...** field. You do not need to enter a full name, for example entering "ben" will bring up "Benneke" and "Benson".
2. On your **keyboard**, *hold* the **Ctrl** key down and *hit* the **K** key.
3. The Check Names window will open. This window lists all matches from both your personal contacts and the Global Address List.
4. *Click* the **record** for the person you want to message.
5. *Click* OK.
6. An e-mail address for the person you want to message will appear in the **To...** field.



Prevent recipient names from showing by using the Bcc field



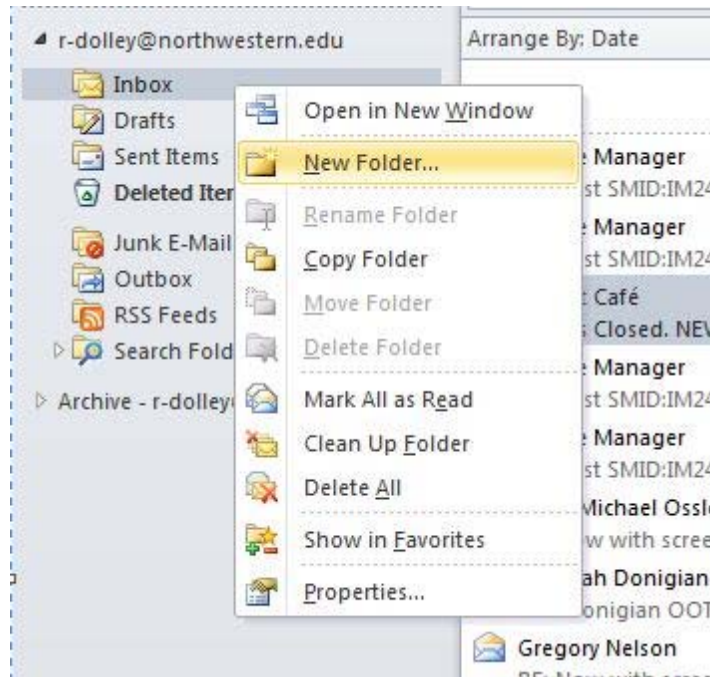
Bcc is an abbreviation for blind carbon copy. If you add a recipient's name to the Bcc box in an e-mail message, a copy of the message is sent to the recipient, but the recipient's name is not visible to the other recipients of the message. If the Bcc box is not visible when you create a new message, you can add it. In a new message, on the Message Options tab, in the Fields group, click Show Bcc. One reason that people use bcc is to keep email addresses private.

NOTE: There is a 23 Megabyte size limit in sending and receiving attachments on the Navajo email system.

Working with Folders

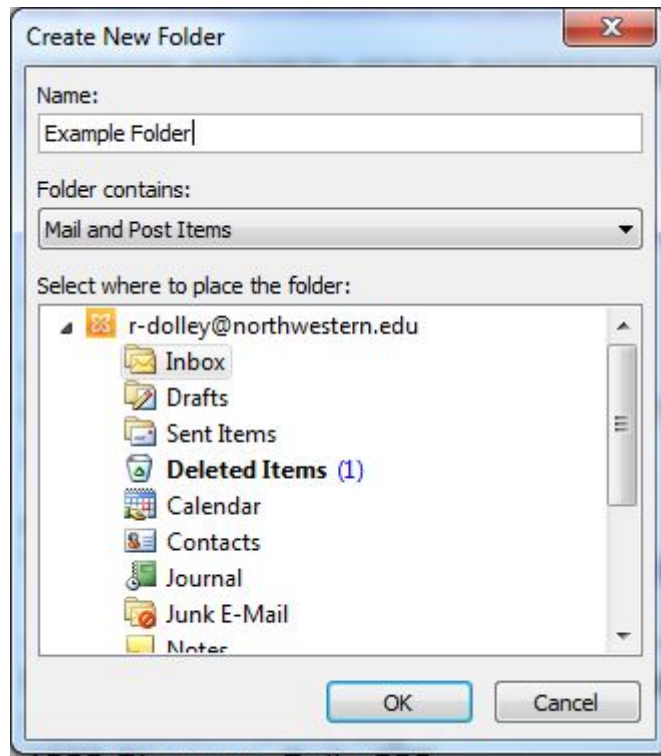
Folders provide a useful way to manage your messages. They appear in the navigation pane. You can create folders in any structure that suits your needs.

1. *Right click* on the **folder** that will house your new folder.
2. *Click **New Folder*** in the drop down menu. The Create New Folder window will open.

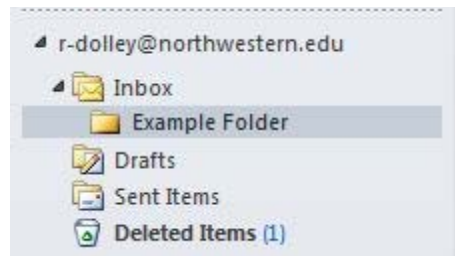


3. *Type* the name of your new folder in the **Name** field.
4. *Click* in the **Select where to place this folder** field if you wish to change where your folder will be located.

5. Click **OK**.



6. The new folder will appear in the location you indicated.



7. You can *drag and drop* messages directly to this or any folder.

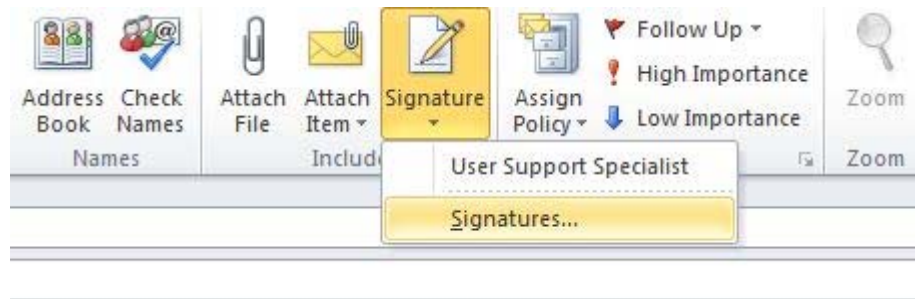
E-mail Basics: Signatures

Creating a Signature

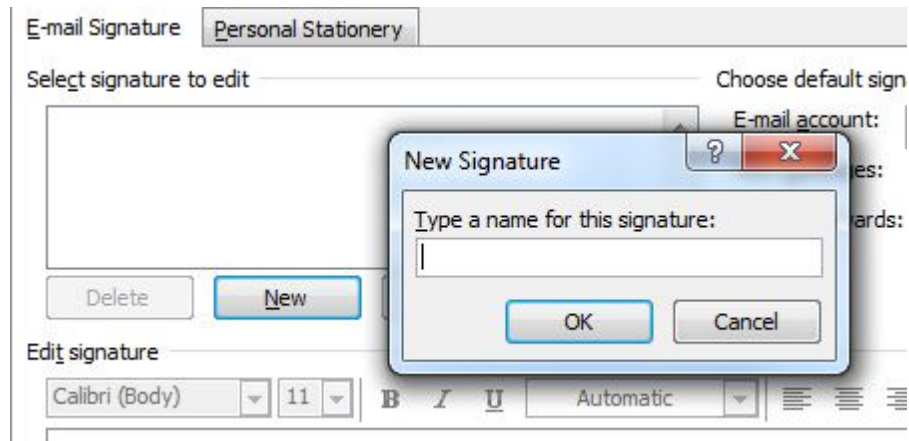
Outlook 2010 allows you to create custom signatures for your messages. You may create multiple signatures to apply to messages as you see fit. Your first signature is automatically applied as your default signature and will appear on your outgoing messages.

1. Click the **Home Tab** if necessary.
2. Click **New E-mail** in the New section of the **Ribbon**. The new e-mail window will open.

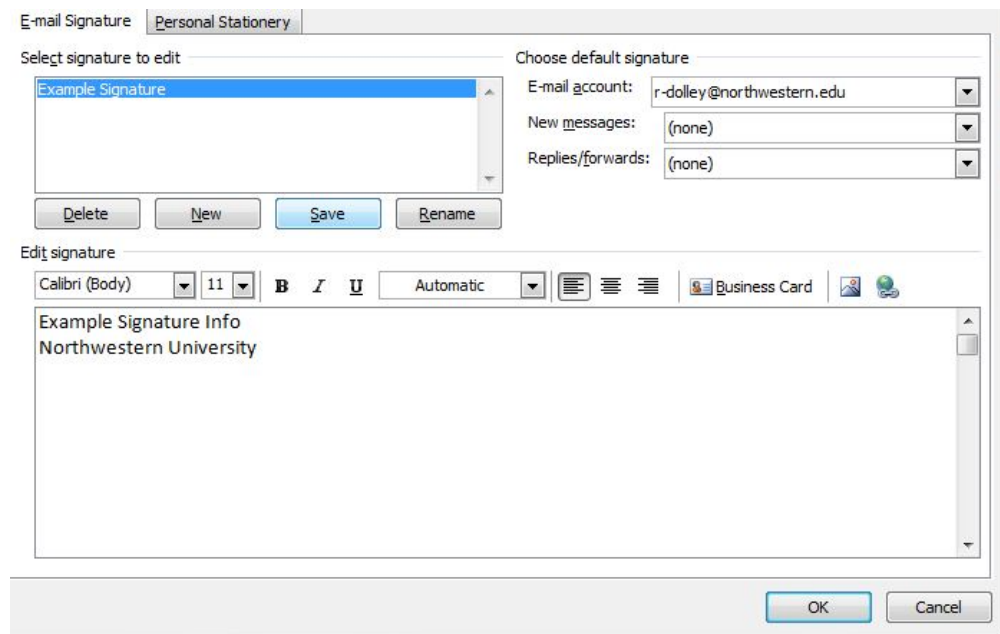
3. Click **Signature** in the New E-Mail menu.
4. Click **Signatures...** in the drop down menu. The Signatures and Stationary window will open.



5. Click **New** to create a new signature.
6. Type the name of your signature in the **New Signature** window that appears.
7. Click **OK**.



8. Type your desired signature in the **text box** below.
9. Click **Save** to save your signature.
10. Add additional signatures or Click **OK** to exit.



Inserting a Signature

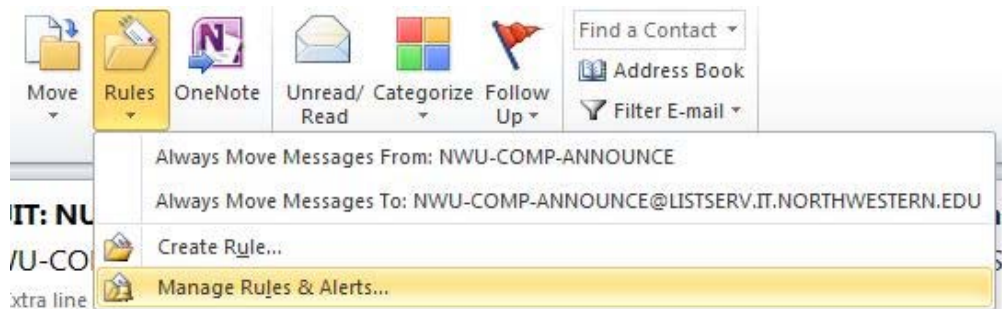
If you have created more than one signature, you can select which one you wish to use while composing a new message.

1. *Open* the New E-Mail window.
2. *Click* **Signature** in the New E-Mail ribbon. A list of the signatures you have created will appear in the drop down menu.
3. *Click* on the **signature** you wish to use.
4. The signature will appear in at the bottom of your message.

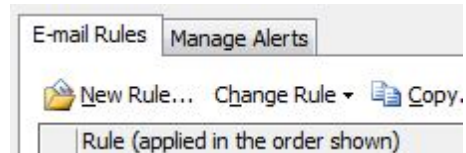


E-mail Basics: Rules

1. Click on **Rules** in the Ribbon.
2. Click **Manage Rules & Alerts** in the drop down menu.



3. Click **New Rule**. This opens the Rules Wizard window.



4. Select the type of rule you wish to create in the **Step 1: Select a template** menu.

5. In this example, *select* **Move messages from someone to a folder** and *Click* **Next**.

Start from a template or from a blank rule

Step 1: Select a template

Stay Organized

- ☒ Move messages from someone to a folder
- ☐ Move messages with specific words in the subject to a folder
- ☐ Move messages sent to a public group to a folder
- ☐ Flag messages from someone for follow-up
- ☐ Move Microsoft InfoPath forms of a specific type to a folder
- ☐ Move RSS items from a specific RSS Feed to a folder

Stay Up to Date

- ☐ Display mail from someone in the New Item Alert Window
- ☐ Play a sound when I get messages from someone
- ☐ Send an alert to my mobile device when I get messages from someone

Start from a blank rule

- ☐ Apply rule on messages I receive
- ☐ Apply rule on messages I send

Step 2: Edit the rule description (click an underlined value)

Apply this rule after the message arrives
from: people or public group
move it to the specified folder
and stop processing more rules

Example: Move mail from my manager to my High Importance folder

Cancel < Back Next > Finish

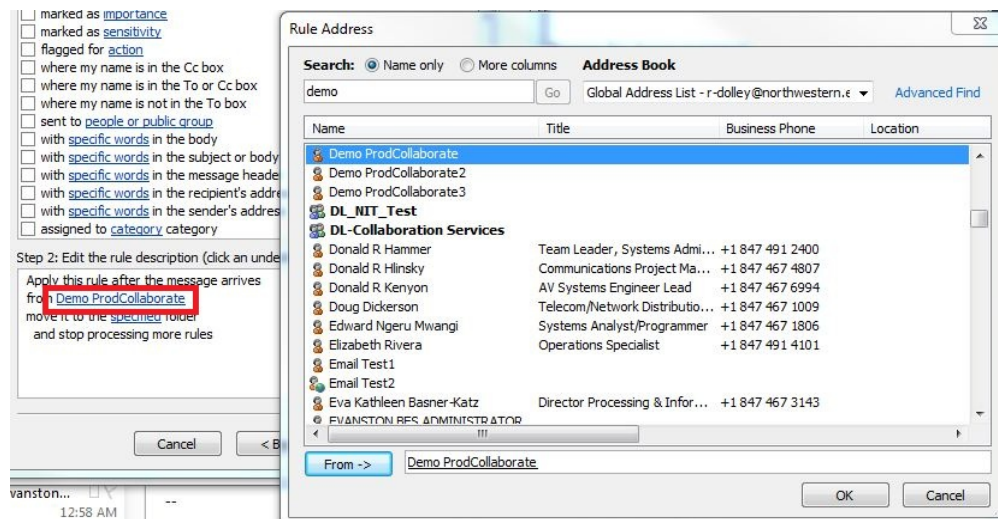
6. *Click* the **check box** next to the condition(s) you wish to trigger the rule. In this example, *click* **from people or public group**.

Which condition(s) do you want to check?

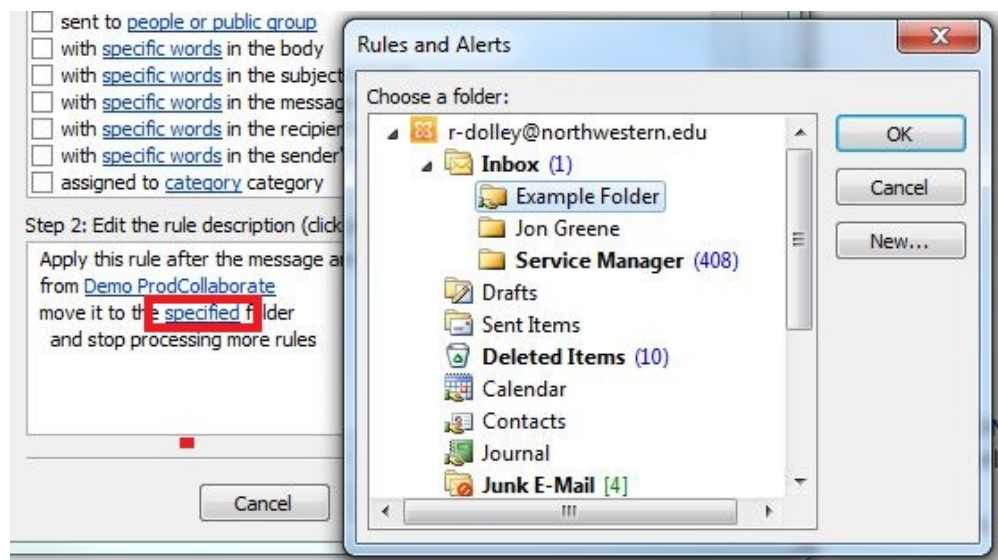
Step 1: Select condition(s)

- ☒ from people or public group
- ☐ with specific words in the subject
- ☐ through the specified account
- ☐ sent only to me
- ☐ where my name is in the To box
- ☐ marked as importance
- ☐ marked as sensitivity
- ☐ flagged for action
- ☐ where my name is in the Cc box
- ☐ where my name is in the To or Cc box
- ☐ where my name is not in the To box
- ☐ sent to people or public group
- ☐ with specific words in the body
- ☐ with specific words in the subject or body
- ☐ with specific words in the message header
- ☐ with specific words in the recipient's address
- ☐ with specific words in the sender's address
- ☐ assigned to category category

7. Click the **people or public group** link in Step 2: Edit the rule description to open the Global Address List and select a person or group to whom the rule applies.



8. Click the **specified** link in Step 2: Edit the rule description to open a list of your folders. Select the folder to which you want to move incoming messages and click **OK**.



9. Your selections will appear in the Step 2 window. Verify that they are correct and *Click Next*.

Step 2: Edit the rule description (click an underlined value)

Apply this rule after the message arrives
from Demo ProdCollaborate
move it to the Example Folder folder
and stop processing more rules

Cancel < Back Next > Finish

10. *Click* what action you want Outlook to take with the messages. In this case, *click move it to the specified folder* and *click Next*.

Step 1: Select action(s)

- ☒ stop processing more rules
- ☒ move it to the specified folder
- ☐ assign it to the category category
- ☐ delete it
- ☐ permanently delete it
- ☐ move a copy to the specified folder
- ☐ forward it to people or public group
- ☐ forward it to people or public group as an attachment
- ☐ redirect it to people or public group
- ☐ have server reply using a specific message
- ☐ reply using a specific template
- ☐ flag message for follow up at this time
- ☐ clear the Message Flag
- ☐ clear message's categories
- ☐ mark it as importance
- ☐ print it
- ☐ play a sound
- ☐ start application

Step 2: Edit the rule description (click an underlined value)

Apply this rule after the message arrives
from Demo ProdCollaborate
move it to the Example Folder folder
and stop processing more rules

Cancel < Back Next > Finish

11. *Select* any exceptions you wish to apply to the rule. In this example we are not adding any exceptions. *Click Next*.

Are there any exceptions?

Step 1: Select exception(s) (if necessary)

- ☐ except if from people or public group
- ☐ except if the subject contains specific words
- ☐ except through the specified account
- ☐ except if sent only to me
- ☐ except where my name is in the To box
- ☐ except if it is marked as importance
- ☐ except if it is marked as sensitivity
- ☐ except if it is flagged for action
- ☐ except where my name is in the Cc box
- ☐ except if my name is in the To or Cc box
- ☐ except where my name is not in the To box
- ☐ except if sent to people or public group
- ☐ except if the body contains specific words
- ☐ except if the subject or body contains specific words
- ☐ except if the message header contains specific words
- ☐ except with specific words in the recipient's address
- ☐ except with specific words in the sender's address
- ☐ except if assigned to category category

Step 2: Edit the rule description (click an underlined value)

Apply this rule after the message arrives
from Demo ProdCollaborate
move it to the Example Folder folder
and stop processing more rules

Cancel < Back Next > Finish

12. Click **Run this rule now on messages already in "Inbox"** to have Outlook apply the filter to messages already in your inbox.

13. Click **Finish** to complete the wizard and apply your new rule.

Step 1: Specify a name for this rule

Example Rule

Step 2: Setup rule options

☒ Run this rule now on messages already in "Inbox"

☒ Turn on this rule

☐ Create this rule on all accounts

Step 3: Review rule description (click an underlined value to edit)

Apply this rule after the message arrives
from Demo ProdCollaborate
move it to the Example Folder folder
and stop processing more rules

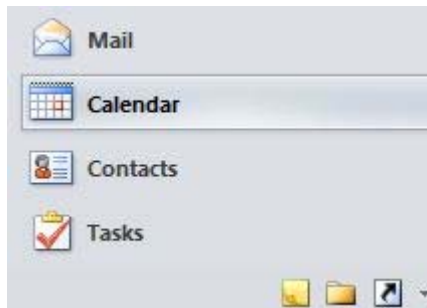
Cancel < Back Next > Finish

Calendar Basics

Outlook 2010 has a robust calendar feature for managing your time and scheduling meetings with other users.

Access the Outlook Calendar

1. Click on **Calendar** in the **Navigation Pane**. The calendar will appear in the Outlook Screen.



Adding an Appointment

There are two ways to add an appointment to your calendar:

1. Click **New Appointment** in the **Ribbon**.



OR

Double click an area on your calendar.

10 Tuesday	11 Wednesday

Double Click

The Appointment window will open.

2. *Type* a subject for your appointment in the **Subject** field.
3. *Type* a location for your appointment in the **Location** field.
4. *Set* a start and end date and time for your appointment.
5. *Type* a note for your appointment in the large **text box**.
6. *Click* in the **Reminder** field in the ribbon to set a reminder for your appointment. Reminders can be scheduled for five minutes to two weeks before the appointment.

The screenshot shows the Outlook Appointment window. The ribbon at the top includes 'File', 'Appointment', 'Insert', 'Format Text', and 'Review'. The 'Appointment' tab is selected, displaying various icons for actions like 'Save & Close', 'Delete', 'Forward', 'OneNote', 'Appointment', 'Scheduling Assistant', 'Invite Attendees', and 'Attendees'. It also includes options for 'Recurrence', 'Time Zones', 'Categorize', 'Tags', and 'Zoom'. Below the ribbon, the appointment details are entered: Subject is 'Example Appointment', Location is 'Conference Room A', Start time is 'Wed 5/11/2011 10:30 AM', and End time is 'Wed 5/11/2011 12:00 PM'. There is a checkbox for 'All day event' which is unchecked. A large text box at the bottom contains the note 'Example Note.'

7. *Click* **Save & Close** in the ribbon. Your appointment will appear in your calendar.

10 Tuesday	11 Wednesday

Example Appointment
Conference Room A

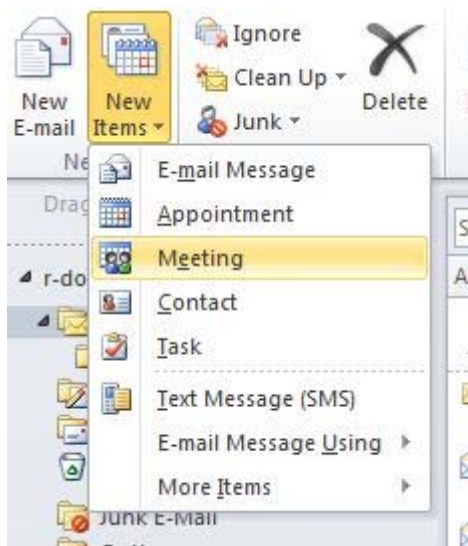
Adding a Meeting Request

Meetings differ from appointments in that a meeting allows you to invite attendees and reserve rooms and resources. When you create a meeting request, invited users will receive an e-mail invitation to which they can respond. You will receive notification when users accept, decline or propose a new time for the meeting.

There are two ways to access the New Meeting window.

Invite users to the meeting by following the same steps as adding addresses to a mail message; auto-complete attempts to predict what e-mail address you're typing based on the addresses you've e-mailed in the past, while The Global Address List provides a Navajo Nation contact list of employees

1. In the Mail view, *Click* on **New Items** in the **Ribbon**.
2. *Click* **Meeting** in the drop down menu.



OR

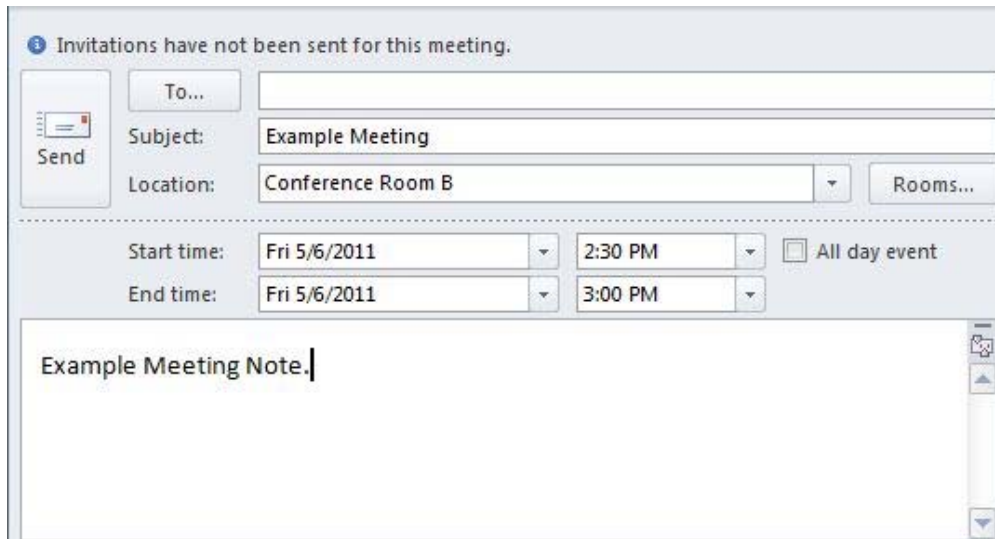
In the Calendar view, *Click* **New Meeting** in the **Ribbon**.



The New Meeting window will open.

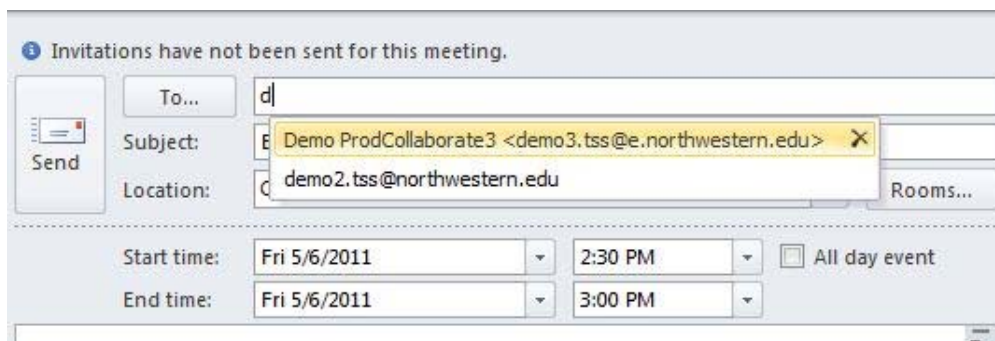
3. *Type* a subject for your meeting in the **Subject** field.
4. *Type* a location for your meeting in the **Location** field.

5. Type a note about your meeting in the large **text box**.



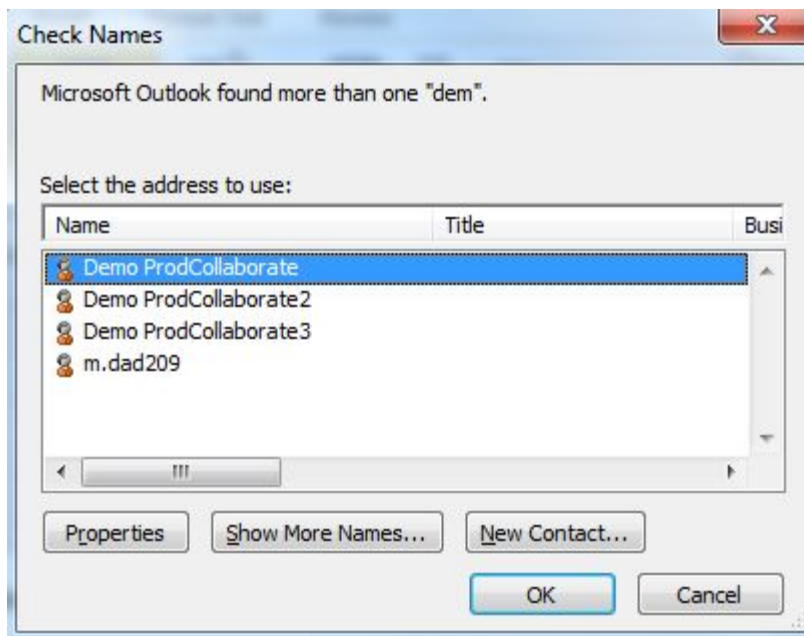
A screenshot of a meeting invitation form. At the top, a message says "Invitations have not been sent for this meeting." with an information icon. On the left is a "Send" button with a calendar icon. The form fields are: "To..." (empty), "Subject: Example Meeting", "Location: Conference Room B" with a dropdown arrow and a "Rooms..." button. Below these are "Start time: Fri 5/6/2011 2:30 PM" and "End time: Fri 5/6/2011 3:00 PM", both with dropdown arrows. There is an "All day event" checkbox. At the bottom is a large text box containing the text "Example Meeting Note." with a cursor at the end.

6. Click in the **To...** text box and begin typing the name or address of an attendee. Auto-complete will suggest a recipient. Hit **Enter** on the **keyboard** to accept a suggestion.



A screenshot of the same meeting invitation form. The "To..." field now contains the letter "d". A yellow auto-complete suggestion box is open, showing two options: "Demo ProdCollaborate3 <demo3.tss@e.northwestern.edu>" and "demo2.tss@northwestern.edu". The "Subject" field now contains "E" and the "Location" field contains "C". The rest of the form, including the time fields and the "All day event" checkbox, remains the same as in the previous screenshot.

7. Type the name of an attendee in the **To...** field. Hit **Ctrl-K** on your **keyboard** and select the attendee you want from the list that appears. Click **OK**.



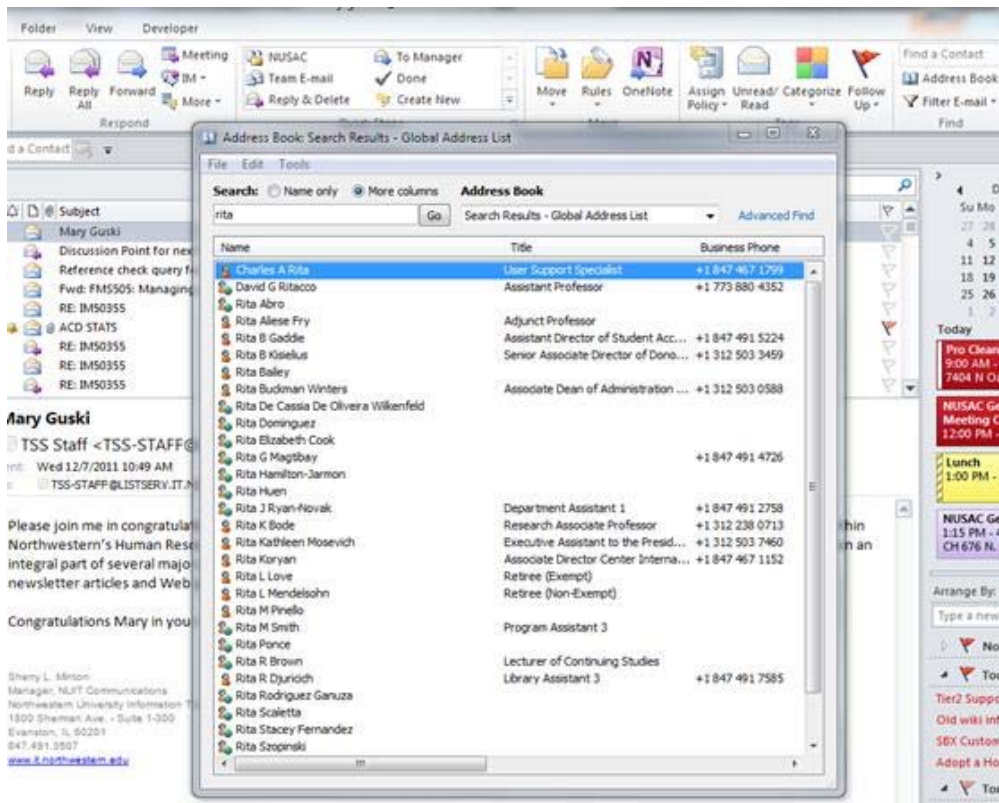
8. *Selected* attendees will appear in the **To...** field.
9. *Select* a date and time for the meeting.
10. Click **Send** to send the invitation. Attendees receive an e-mail invitation to the meeting, and you will be notified if they accept or decline.

Contact Basics

Global Address List vs Personal Address Book (Contacts)

You have two main ways of getting access to and storing contacts. You have access to a Global Address List that contains everyone who has an Navajo-nsn.gov e-mail address and a Personal Address Book for contacts inside or outside of the Navajo Nation. To access the Global Address List:

1. Click **Address Book** on the right side of **Ribbon**. The Address Book window will open.
2. Click the **More columns** radio button. Selecting this option will allow you to search by first or last name, NetID, or email address. Once you have selected this option, Outlook will remember the selection, and you will not have to choose this option again.
3. *Type* a name into the **search** box. As you type, the search function will display possible matches.



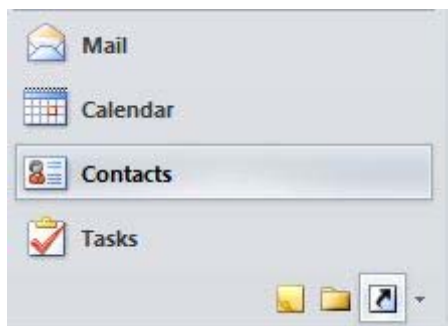
4. Click the **name** of the person for whom you are looking. A new window will pop up with this persons' contact information.
5. Click **Add to Contacts** to add them to your personal address book. A new window will pop up.

6. Click **Save and Close**. They will appear in your Personal Address Book.



To Access your Personal Address Book (Contacts):

1. Click **Contacts** in the **Navigation Pane**. Your contact list will open on the Outlook screen.



2. You can add new contacts, add contact groups, delete contacts, e-mail contacts and invite contacts to meetings from this screen.

Tasks Basics

The tasks function of Microsoft Outlook is a way to keep track of daily, weekly, monthly and even yearly “to do” items. You can use tasks to help remind you of once-in-a-while tasks that you must get done, or recurring tasks that happen all the time.

Creating Tasks

1. Click **New Items** in the **Ribbon**.
2. Click **Task** in the drop down menu.



3. The New Task window will open. In this window you can:
 - o Enter a subject for the Task.
 - o Enter a start and end date.
 - o Enter a status.
 - o Assign a priority level.
 - o Add a reminder.
 - o Set the recurrence of the Task.
 - o Set a follow-up reminder.
 - o Assign the task to someone else.
 - o Categorize the task.
 - o Type notes for the task.

File Task Insert Format Text Review

Save & Close Delete Forward OneNote Task Details Mark Complete Assign Task Send Status Report Recurrence Categorize Follow Up Private High Importance Low Importance Zoom

Subject: [Text Box]

Start date: [None] Status: Not Started

Due date: [None] Priority: Normal % Complete: 0%

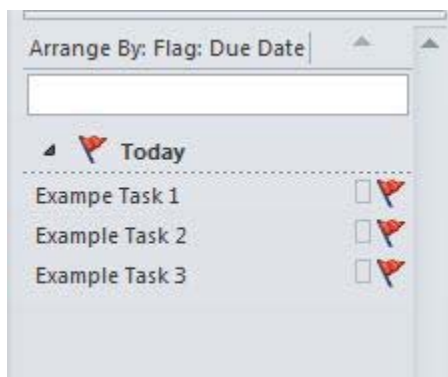
Reminder: [None] [None] Owner: Ryan Patrick Dolley

4. When you are done filling in the New Task window, Click **Save and Close**.

Viewing Tasks/To-Do List

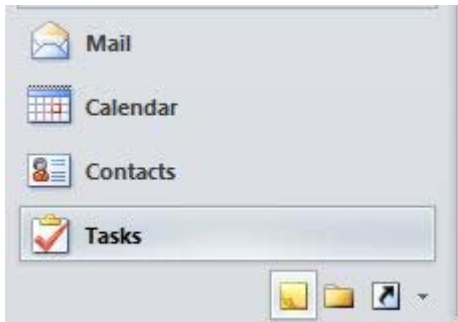
Your new task is now visible in two places:

1. The To-Do bar lists Tasks on the right side of the outlook screen.
2. Double *click* a **Task** in the To-Do bar view and *edit* the Task.

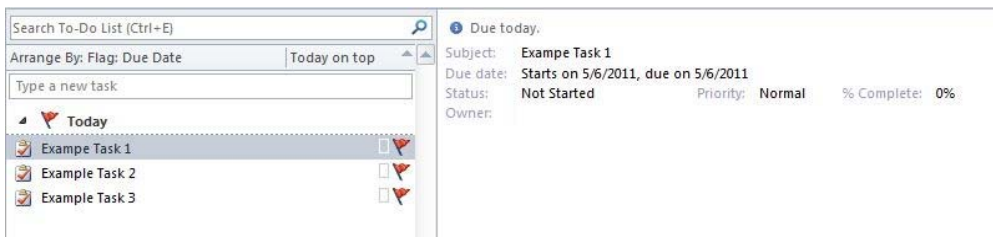


OR

1. Click **Tasks** in the **Navigation Pane**. This will open the Tasks view of the Outlook screen.



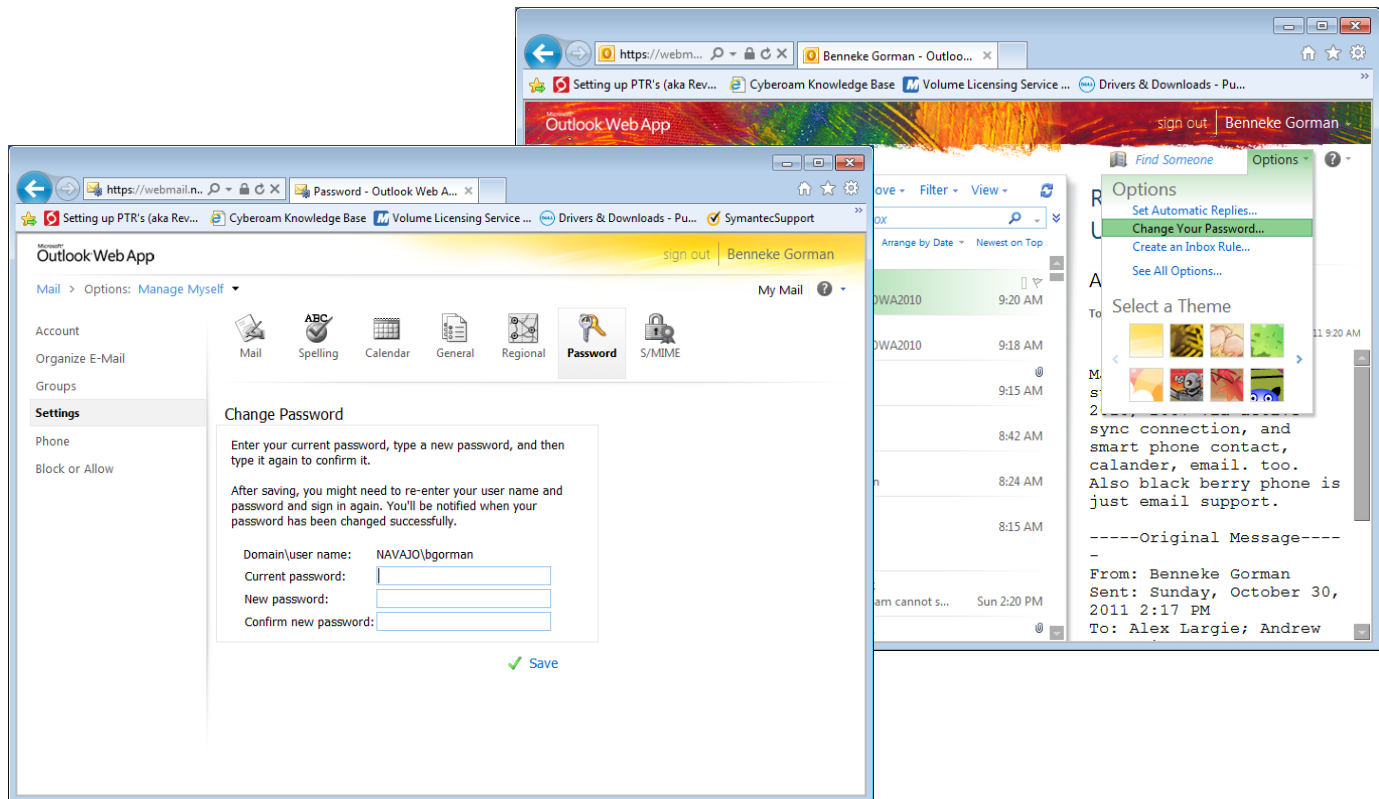
2. You can view the details of a Task in the Reading Pane.



Changing your password to your email account

To change your password you have to access Outlook Web Access (OWA).

To do this click on the Options button located on the upper left of OWA, a Change Password box will appear. Follow the instructions to change your password.



Remember not to share your password with anyone and use a strong password.

Strong Password characteristics are:

- Contain both upper and lower case characters (a-z, A-Z)
- Have digits and punctuation characters as well as letters (0-9, !@#\$%^&*()_+~-='\"{ } [] : ; < > ? , . /)
- Are at least eight alphanumeric characters long.

Make it a practice to Change your email user password every 90 days.

Navajo Nation Website

<http://www.navajo-nsn.gov>

Division of Social Services provides support for smart phone connection to Exchange Email using ActiveSync.

If you have questions or need support you may contact:

execit@navajo-nsn.gov